



TECHNICAL INFORMATION BULLETIN

TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Randy Porter, Chairman

Lynn Questell, Executive Director

5/23/2007

OnStar's Priority PSAP Access Program

Many of you have already received a package of information from OnStar regarding their desire to transfer certain calls for emergency assistance directly to PSAPs after they have been screened by OnStar call takers. This transfer arrangement proposes to use the 911 call steering system already used for Voice Over Internet Protocol (VOIP) calls. You are probably already receiving these type of calls via the 10-digit telephone number answered by your call takers on a 24/7 basis.

The TECB staff has had conversations with OnStar and is comfortable with this priority arrangement using 911 trunks although we indicated acceptance would be left up to individual ECDs and/or PSAPs. We don't believe there is any intent by OnStar to simply dump all calls directly from vehicles to PSAPs based on the calling equipment location. Every OnStar call that is triggered by an airbag deployment, vehicle rollover, other similar events, and even driver initiated calls will be routed directly to the OnStar call center for handling. On some calls, the OnStar call taker will have to rely on their specialized computers to assess the situation at a potentially major accident scene and will relay information only in those situations. Where a driver can communicate with a call taker, and it is obvious that emergency aid is needed, it is likely the caller will be transferred to the most appropriate PSAP that provides service to the geographic location of the caller. The OnStar call taker is supposed to stay on the line to ensure the connection with the driver is not lost.

We certainly want to monitor this program closely in the early stages to ensure it is implemented as proposed. Please give me your comments if you decide to allow these type of calls to be routed over your 911 trunks. And don't hesitate to call or email me if you have any questions or concerns.

Contact: Rex Hollaway, Director of E-911 Technical Services
Tennessee Emergency Communications Board
500 James Robertson Parkway, Ninth Floor
Nashville, TN 37243

Office: 615-253-3705
Cellular: 615-975-8732
Facsimile: 615-253-2180
Email: rex.hollaway@state.tn.us